

Internet Browser Check Job Aid



MAGIC is accessible from any computer with an internet connection using one of the following browsers:

- Mozilla Firefox
- Google Chrome
- Safari (Mac Only)
- Internet Browser (IE)

If you use Mozilla Firefox, Google Chrome, or Safari you should have no issue accessing MAGIC.

Please note that at this time MAGIC will not work with Internet Explorer (IE) version 11. If you are using Internet Explorer (IE), please check the version of IE you are using the steps in this document to make sure you will be able to access MAGIC.

If you are an agency IT contact and would like more MAGIC technical information, please click [here](#).

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Internet Explorer

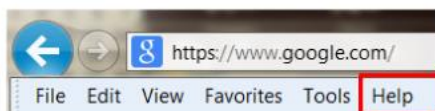
If you are using Internet Explorer (IE) as your internet browser, you will need IE9 or IE10 to access MAGIC. MAGIC will currently not work with IE11.

To check the version of IE you are using, follow the steps below.

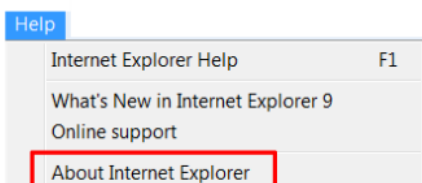
- (1) Open **Internet Explorer**



- (2) Click **Help** in the Menu bar



- (3) Click **About Internet Explorer**



- (4) You'll see a screen similar to the one below, showing the version of IE installed on your computer. If you have IE9 or IE10, you should be able to use MAGIC. If you have a version below 9 or above 10, you will need to ask your IT staff to "upgrade" or "roll back" the version of Internet Explorer.



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If you have IE10, you will need to turn off automatic upgrades. Follow the steps below to make that change.

- (1) Follow steps 1 – 4 above.
- (2) Clear the **Install new version automatically** check box then click **Close**.



Below is type of error you may receive if you are using MAGIC IE11.

